

Easterling, Deborah

278385

From: Easterling, Deborah
Sent: Wednesday, September 19, 2018 1:37 PM
To:
Subject: ~~Letter of Protest~~

Dear Ms. Kite,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- ND-2018-21-EG - Notice of Closing of South Carolina Electric & Gas Company's Business Offices located in Florence, Johnston, Barnwell, Lexington, Hampton, Walterboro, Hollywood, Holly Hill, and Mount Pleasant, South Carolina

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can also follow this Docket at this link: <https://dms.psc.sc.gov/Web/Ndi/Detail/332>.

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,

Deborah Easterling

Deborah Easterling
 Executive Assistant
 Public Service Commission of South Carolina
 P 803-896-5133
 Sign up for Meeting Agenda Alerts: Text PSCAGENDAS to 39492

-----Or

From: [redacted]@psc.sc.gov
Sent: Tuesday, September 18, 2018 6:29 PM
To: PSC_Contact <Contact@psc.sc.gov>
Subject: Letter of Protest

Please see attached. Thank you. MFK



* Required Fields

Date: * 18 September 2018

Letter of Protest
in Docket *ND 2018-21-EG*

Protestant Information:

Name * Marsha F. Kite

Mailing Address *

City* Mount Pleasant
Phone

State* SC

Zip * 29464

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

Customer of SCE&G, with no other option for electric service in a total electric home.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

SCE&G is closing my local office where, for seventeen years, I have paid my bill using a credit card. The only other in-person payment option I have in Mt. Pleasant is Walmart, which does not accept a credit card. There is no other SCE&G office in the area...and no plans to have one. After speaking with a representative of SCE&G, the only option I have to continue paying with my credit card and not incur a fee for doing so, is to stop receiving a paper bill. As a senior citizen, I like having a paper bill to track my usage. When the power goes out, or the usage of service in my area slows down my computer, a daily event, I still have the paper bill to refer to.

This does not comply with the mission of the PSC, specifically "Seek to ensure that the citizens of the State receive appropriate levels of customer satisfaction and quality of service for those services provided through the entities regulated by this Commission." I do not think this change of service by SCE&G affords me the level of satisfaction I had before they decided to close the Mt. Pleasant office.

I think that SCE&G should be required to offer a comparable means of bill payment that the local office provided me, and I request that the PSC of South Carolina see that customer satisfaction at that level is maintained. Thank you.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

If necessary, I would be willing to do so.

RECEIVED

SEP 19 2018

**PSC SC
MAIL / DMS**